

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI 11473604, ODI 11483069
Date: Thursday, December 28, 2023 8:43:33 AM

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From: [REDACTED]
Sent: Tuesday, December 26, 2023 9:13 AM
To: vsh@dot.gov; nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Re: reference ODI 11473604, ODI 11483069

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Urgent Appeal for Investigation and Resolution - Repeated Safety Issues with
Tesla Model X VIN 5YJXCBE23JF [REDACTED]

Subject: Urgent Appeal for Investigation and Resolution - Repeated Safety Issues
with Tesla Model X VIN 5YJXCBE23JF [REDACTED]

Date: December 26, 2023

To: National Highway Traffic Safety Administration (NHTSA)

From: [REDACTED]

VIN: 5YJXCBE23JF [REDACTED]

Dear NHTSA,

As per our telephone conversation, I am emailing today with concerns about the safety of my Tesla Model X (VIN 5YJXCBE23JF [REDACTED]) and the repeated failures I have experienced with multiple critical components. Despite documented evidence, including a police report and witness testimony, Tesla has consistently refused to acknowledge these issues unless I pay out of pocket for repairs, potentially putting myself and others at risk.

History of Issues:

- Falcons Wings Door Actuator Failures: Both the passenger and driver's door actuators have failed, leaving me trapped inside the vehicle on separate occasions. In one instance, the door locked in the closed position, potentially compromising my escape in an emergency.
- Media Control Unit (MCU) Malfunction: My MCU has repeatedly

malfunctioned, causing the central display to go dark. This results in the loss of vital safety features like the cameras, climate controls, turn signal indicators, speed and gear.

- **Police Report and Witness Testimony:** A police officer witnessed one of the Media Control Unit (MCU) Malfunction and documented it in their report. This further validates the recurring nature of this critical issue.
- **Rapid Battery Drain:** I have experienced rapid battery drain, dropping significantly within a short timeframe. This raises concerns about being stranded with a dead battery and no cell service.

Tesla's Dismissive Response:

Despite this alarming pattern of malfunctions, Tesla has consistently disregarded my claims, refusing to associate my VIN with any known recalls or acknowledge the problems under warranty. This denial forces me to bear the financial burden of crucial repairs that should be covered by Tesla or addressed through a recall.

Additional Concerns:

- **Falcons Wings Door Design:** I am deeply concerned about the vehicle design of the Falcon Wing doors. In case of power failure or a rollover accident, egress for occupants could be significantly impeded. This is unlike other vehicles with similar door designs (Mercedes SLS, DeLorean) which are manually operated, and have additional manual exit options, as required by NHTSA.
- **Unacknowledged Recalls:** My vehicle exhibits issues addressed in several NHTSA recalls, including MCU failures, software errors impacting defrosting systems, and potential battery issues. Tesla has not acknowledged these recalls as applicable to my VIN.

My Appeal:

I implore NHTSA to:

1. Launch a thorough investigation into these serious safety concerns with my Tesla Model X.
2. Require Tesla to acknowledge my VIN and address the recurring problems under warranty or through a recall.
3. Hold Tesla accountable for their dismissive handling of documented safety concerns.
4. Investigate the safety of the Falcon Wing door design in case of power failure or rollover accidents.
5. Ensure that Tesla acknowledges and addresses all relevant recalls for my

vehicle.

The safety of myself and other Tesla drivers hangs in the balance. I am deeply concerned about the potential consequences of these malfunctions, particularly in emergency situations. I trust that NHTSA will take decisive action to address these issues and ensure the safety of all Tesla vehicles on the road.

Thank you for your time and attention to this critical matter. I eagerly await your response and a comprehensive investigation into these urgent safety concerns.

Sincerely,

[REDACTED]

Enclosures:

- Detailed list of recurring issues and associated NHTSA recall numbers for reference, including:
 - NHTSA Recalls:
 - 22V169000 (Initial Delay In Rearview Image Display/FMVSS 111)
 - 21V035000 (Center Display Can Lose Rearview Camera Image)
 - Manufacturer Communications:
 - SB-21-12-005
 - SB-20-12-002
 - SB-19-11-006
 - SB-18-11-002 R1
 - SB-19-11-005 R1
 - SB1917005R1
 - SB-18-11-004 R2
 - SB-18-11-007
 - SB-1

Recalls Not Associated With My VIN:

- MCU failures
- March 18, 2022 NHTSA CAMPAIGN NUMBER: 22V169000 Initial Delay In Rearview Image Display/FMVSS 111
- January 29, 2021 NHTSA CAMPAIGN NUMBER: 21V035000 Center Display Can Lose Rearview Camera Image
- October 22, 2021 MANUFACTURER COMMUNICATION NUMBER: SB-21-12-005 Components: STRUCTURE
- March 17, 2020 MANUFACTURER COMMUNICATION NUMBER: SB-20-12-002 Components: VISIBILITY, EQUIPMENT, STRUCTURE, LANE DEPARTURE
- December 2, 2019 MANUFACTURER COMMUNICATION NUMBER: SB-19-11-006

Components: STRUCTURE, EQUIPMENT

- September 24, 2019 MANUFACTURER COMMUNICATION NUMBER: SB-18-11-002
R1 Components: STRUCTURE
- September 12, 2019 MANUFACTURER COMMUNICATION NUMBER: SB-19-11-005
R1 Components: ELECTRICAL SYSTEM
- April 24, 2019 MANUFACTURER COMMUNICATION NUMBER: SB1917005R1
Components: ELECTRICAL SYSTEM, STRUCTURE
- November 30, 2018 MANUFACTURER COMMUNICATION NUMBER: SB-18-11-004
R2 Components: LATCHES/LOCKS/LINKAGES
- November 2, 2018 MANUFACTURER COMMUNICATION NUMBER: SB-18-11-007
Components: STRUCTURE
- November 2, 2018 MANUFACTURER COMMUNICATION NUMBER: SB-18-11-004 R1
Components: LATCHES/LOCKS/LINKAGES

Investigations:

- June 29, 2023 NHTSA ACTION NUMBER: DP23002 OPEN INVESTIGATION Sudden Unintended Acceleration
- November 12, 2020 NHTSA ACTION NUMBER: EA20003 OPEN INVESTIGATION Loss of rearview camera
- June 22, 2020 NHTSA ACTION NUMBER: PE20010 Loss of rearview camera

On Tue, Sep 27, 2022 at 10:35 AM ... wrote:

Hello,

Good morning

In reviewing the complaints at <https://www.nhtsa.gov/recalls> "search by NHTSA ID" I see that the actuator failing is not included. Please update?

In that interim, the passenger door actuator failed. When failed in the closed position, the door will not open. When failed in the open position, the car will sometimes not drive, and should not be driving with an open door.

Also, Tesla will not associate my VIN with recalls; I ask again that NHTSA associate my VIN with recalls so that Tesla will repair.

[REDACTED]

On Sun, Jul 24, 2022 at 9:20 AM ... wrote:

>

> Hello again,

>
> Good morning
>
> The driver's door actuator also failed preventing the door from being
> manually opened,
> or closed.
>
> Tesla repaired that arm but I am concerned that if that happens again,
> especially in an emergency situation, how would I exit this vehicle?
>
>
> On Fri, Jul 22, 2022 at 10:33 AM ... [REDACTED] wrote:
> >
> > Hello,
> >
> > Good morning
> >
> > The email below stated to wait two (2) days and it's been ten (10) days. In that interim, I
reviewed the recalls that apply to my vehicle and found fifteen (15):
> > "The front suspension fore links may fail at the knuckle ball joint ring, which may result in
contact between the tire and wheel liner,"
> > A communication error may cause false forward-collision warning (FCW) or unexpected
activation of the automatic emergency brake (AEB) system.
> > A software error may cause a valve in the heat pump to open unintentionally and trap the
refrigerant inside the evaporator, resulting in decreased defrosting performance. As such, these
vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number
103, "Windshield Defrosting and Defogging Systems."
> > According to NHTSA's Office of Defects Investigation (ODI), the problem lies with the Media
Control Unit that runs the central display screen. If it fails, the screen goes dark, which means that
neither the backup camera nor the climate controls will be displayed—and since Tesla displays its
climate controls on the center screen, that means there's no way to turn on the defroster or
defogger. (A rear-view camera and defroster are required by Federal law. This is why most cars,
even those with video-screen climate controls, have a separate defroster button.) ODI says a
failed MCU can also affect other safety systems, including Autopilot and the turn signal clickers.
> > false warnings of a possible forward collision, unexpectedly triggering the emergency brakes.
> > loose front suspension bolts, an issue which could cause instability and “adversely impact
vehicle controllability,” according to the NHTSA report
> > Tesla recalled nearly 27,000 U.S. vehicles over software that affects windshield visibility in cold
temperatures. The software issue could allow the heat to stop working in cold conditions,
affecting the defrosting capabilities
> > Tesla will recall approximately 130,000 cars and SUVs in the US due to issues with the center
display. Apparently, the infotainment system's processor could overheat while the car is fast-
charging. If it does overheat, the center display can either lag or go blank.
> > Teslas were recalled for issues with the hood latch, which could open without warning while
driving and “obstruct the driver's visibility.”

> > the embedded MultiMediaCard (eMMC) controller in some models can wear out, which can lead to some display function failures. This can cause the loss of the rearview camera display and defrost/defog control settings, among other issues, "increasing the risk of a crash", the report said.

> > The infotainment central processing unit (CPU) may overheat during the preparation or process of fast-charging, causing the CPU to lag or restart.

> > The National Highway Traffic Safety Administration said the vehicles do not comply with a federal motor vehicle safety standard and if drivers do not know how fast they are traveling it could increase the risk of a crash.

> > The other issue caused the rearview camera to not be visible on the car's display due to "repeated opening and closing of the trunk lid."

> > The rearview image may not immediately display when the vehicle begins to reverse. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

> > When the 8GB eMMC NAND flash memory device for the center display reaches lifetime wear, the eMMC controller will no longer be able to maintain the integrity of the filesystem, causing a failure in some of the center display functions.

> >

> > Please add my VIN to these recalls so Tesla may resolve.

> >

> > Also, in our interim, I ran a battery test: I fully charged on July 15, 2022 and by July 21, 2022 the battery was nearly dead with sixty-five (65) miles driven; this is a problem because I could be stranded with a dead battery and no cell reception.

> >

> > Another question I have is the Falcon Wing Doors aka Gull Wing Doors: in other makes and models, such as the Mercedes SLS, there is a way to exit the vehicle when the doors fail or are blocked; how do the potentially four (4) people exit the vehicle?

> >

> > On Tue, Jul 12, 2022 at 2:24 PM <NHTSA-ODI-Consumer-Communication@service.govdelivery.com> wrote:

> >>

> >> This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

> >>

> >> Your tracking number assigned by NHTSA for this issue is 11473604. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

> >>

> >> What happens next?

> >>

> >> Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

> >>

> >> Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at NHTSA.gov with your family, friends and others in your community.

> >>

> >> Will my vehicle be recalled?

> >>

> >> When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

> >>

> >> If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle, tire or child seat.

> >>

> >> If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

> >>

> >> Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)

> >> TTY: 888-424-9153

> >> (Please have your ODI number referenced above available.)

> >>

> >> Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>

> >> (Please indicate your ODI Number referenced above in the contact form.)

> >>

> >> Thank you for contacting us and playing a critical role in helping to keep our roads safe.

> >>

> >> _____

> >>

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> >>

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